



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Auditor-Controller

At its meeting held October 19, 2004, the Board took the following action:

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Supervisor Knabe made the following statement:

“The Board of Supervisors continues to have persistent problems with the reliability of our computer systems. The ongoing instability of our network has decreased productivity and caused for serious delays in responding to constituent needs. The persistence of problems also raises concerns about the security of our network and computer systems.”

Therefore, on motion of Supervisor Knabe, seconded by Supervisor Burke, unanimously carried (Supervisors Molina and Antonovich being absent), the Board instructed the Auditor-Controller to immediately contract with an independent consultant to review the Board of Supervisors' computer and network systems, and report back to the Board within 60 days as to what the problems are along with a corrective action plan to ensure the stability and high reliability of the computer and network systems. At a minimum, the consultant should review the following:

- The stability of the computer network serving the Board of Supervisors' offices;
- Server and software redundancy capabilities;
- Backup and data recovery issues;
- Failover capabilities;

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- Staffing levels for organizations that service the computer and network systems for the Board of Supervisors' offices;
- Technical and end-user staff training; and
- Customer support and problem resolution procedures.

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Chief Administrative Officer

County Counsel